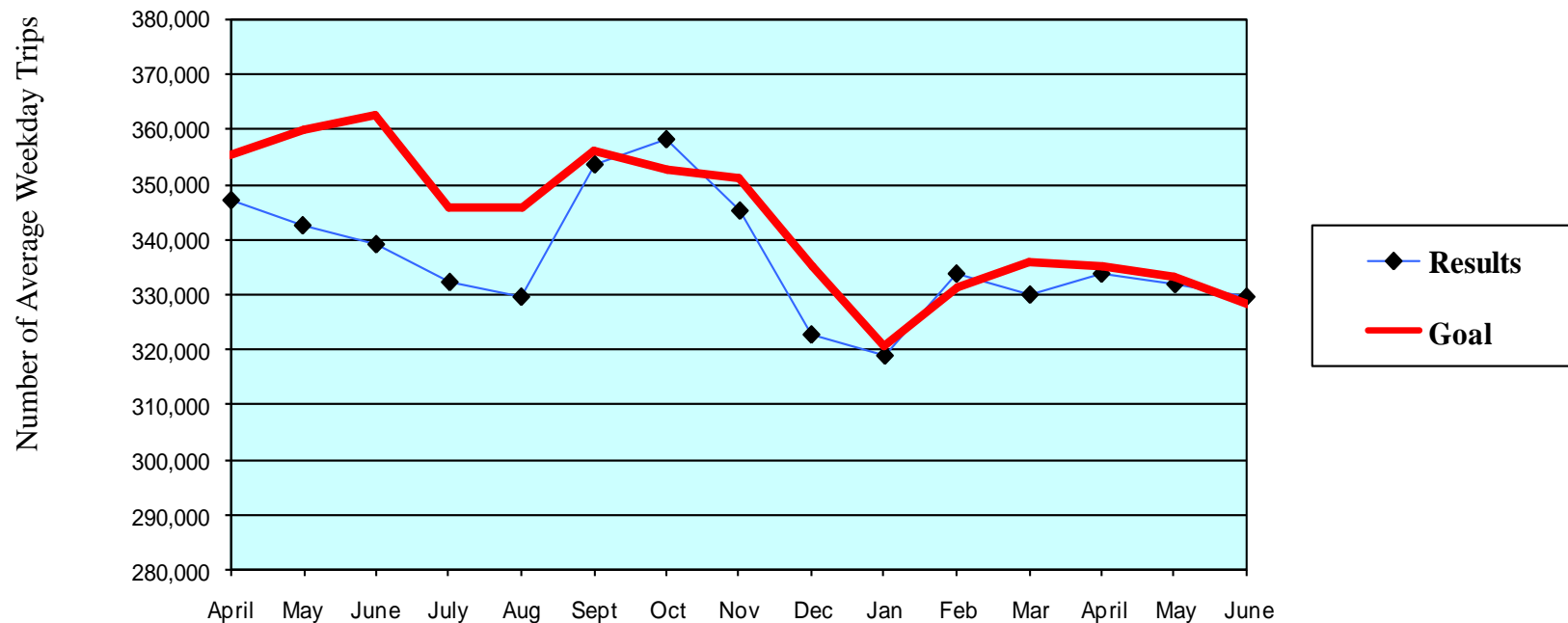


Quarterly Service Performance Review  
Fourth Quarter, FY 2010  
April - June, 2010  
Engineering & Operations Committee  
August 12, 2010

## FY10 Fourth Quarter Overview...

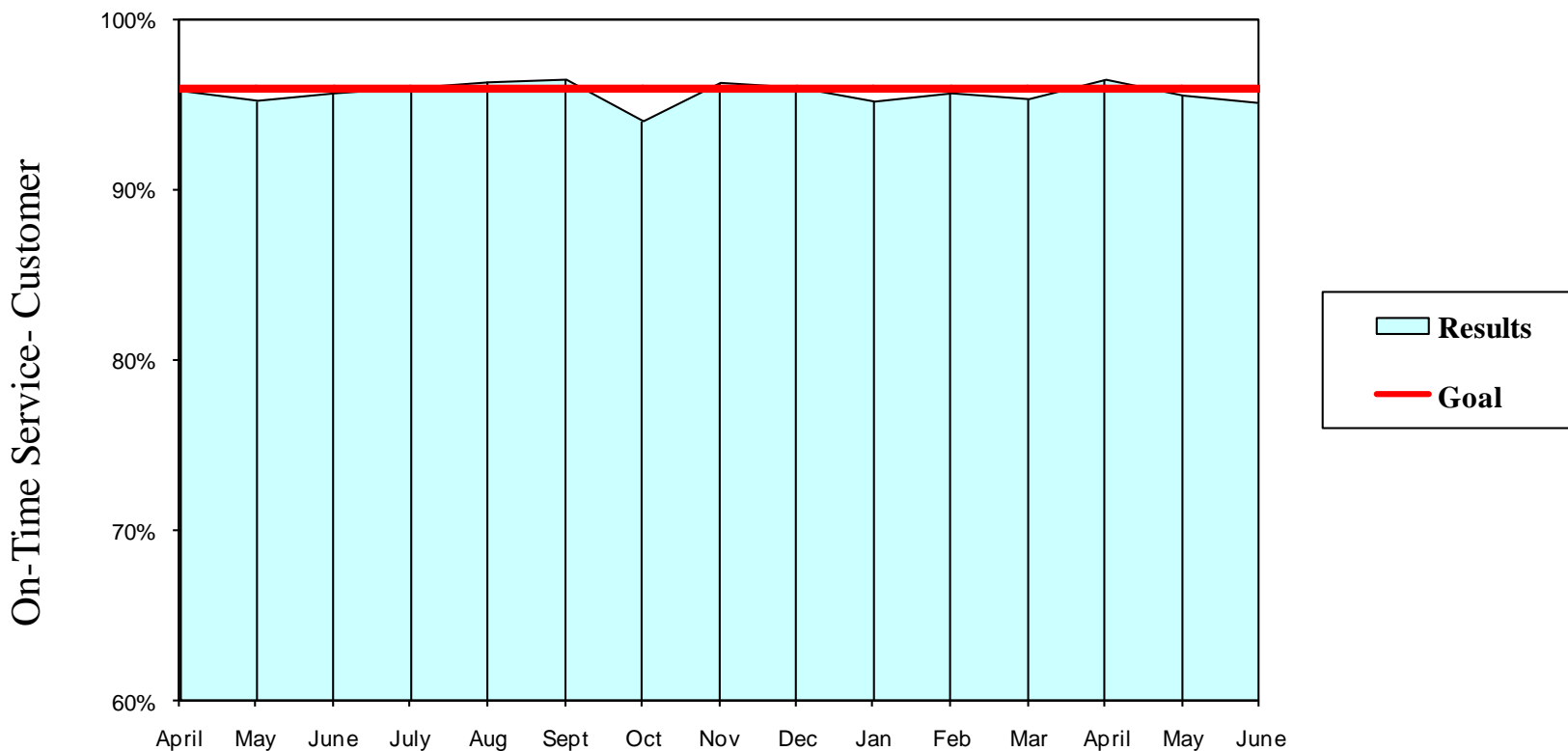
- ✓ Generally, system performance steady and acceptable except across the board declines in cleanliness ratings by our customers.
- ✓ The challenge of maintaining service reliability was highlighted this quarter by a new milestone: in June 54% of all late trains were due to “Miscellaneous” causes, i.e. outside of BART’s direct control (compared to 29% in June 1997).
- ✓ Ridership continues to trend downwards by just over 3%.
- ✓ Customer & Train On-Time goals not met but close.
- ✓ Car, AFC, Elevator, Escalator Availability goals met
- ✓ We now have one year’s worth of data using the new PES methodology – goals will be set next quarter.

# Customer Ridership



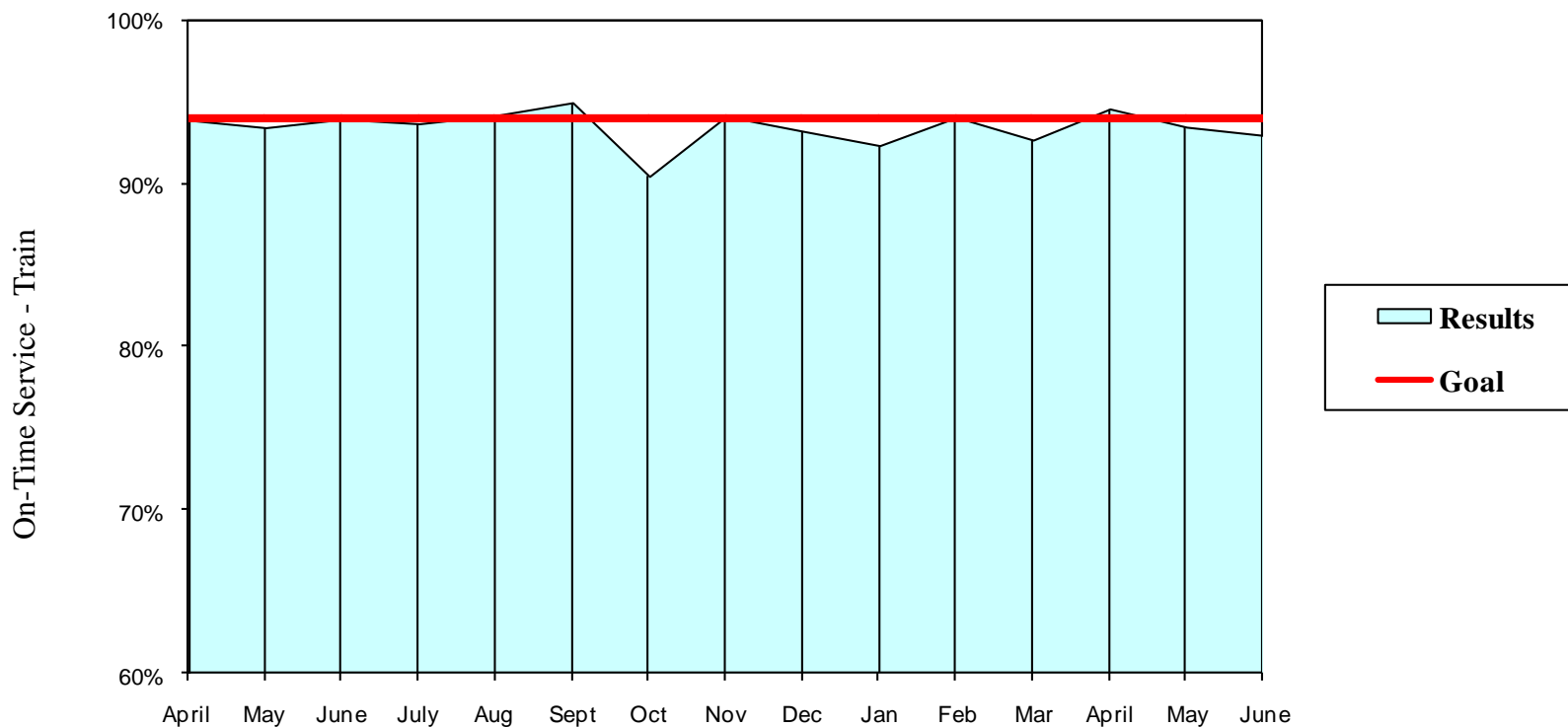
- ✓ Total ridership under budget by 0.5% with a decline of 3.3% from last year
- ✓ Compared to same quarter of last year, average weekday ridership down 3.3%, core weekday ridership down by 3.4%, and SFO Extension weekday ridership down by 2.4%
- ✓ Average Saturday ridership down by 2.3%, Sunday down 4.1%.

## On-Time Service - Customer



- ✓ 95.72%, just below 96% goal
- ✓ Improved over last quarter
- ✓ 2 of 4 biggest delays involved police action/civil disobedience

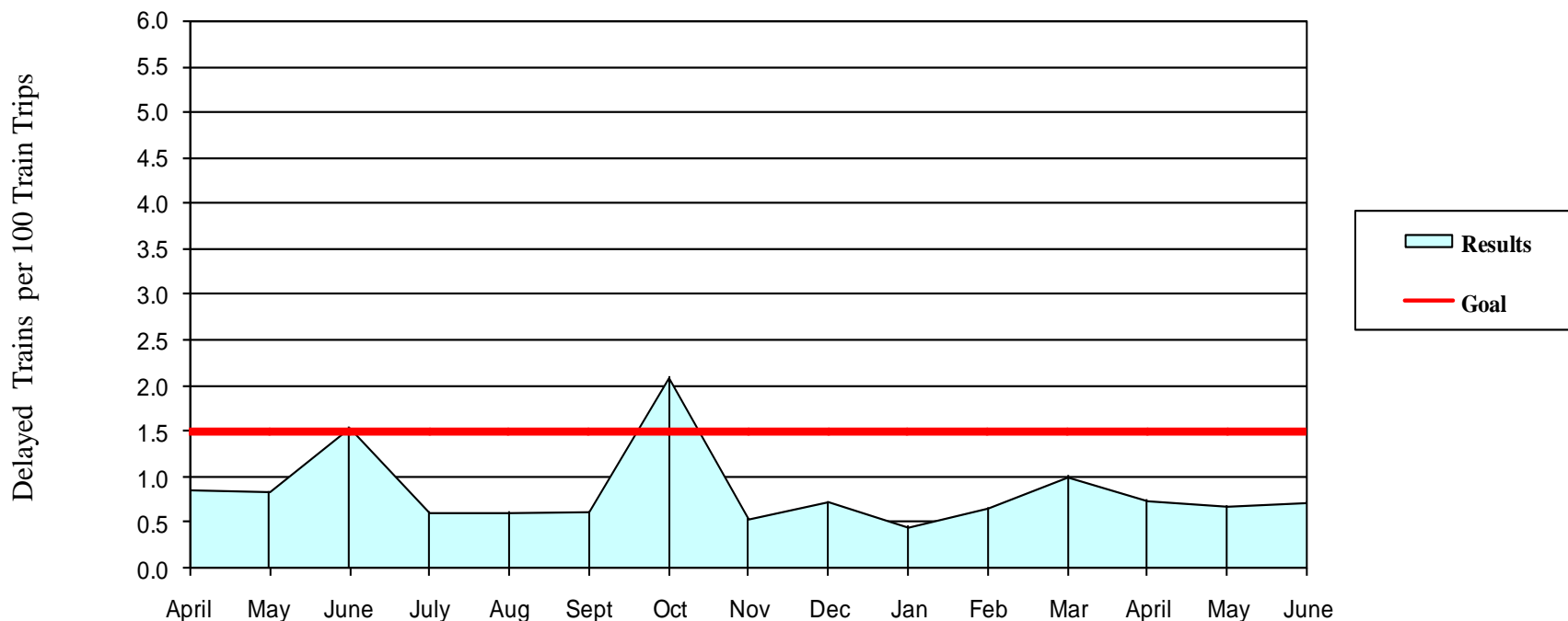
# On-Time Service - Train



- ✓ 93.67% actual, goal 94.0%
- ✓ Of the 3,345 trains that were late this quarter, 1,600 (47.8%) of them were late due to causes beyond BART's direct control

# Wayside Train Control System

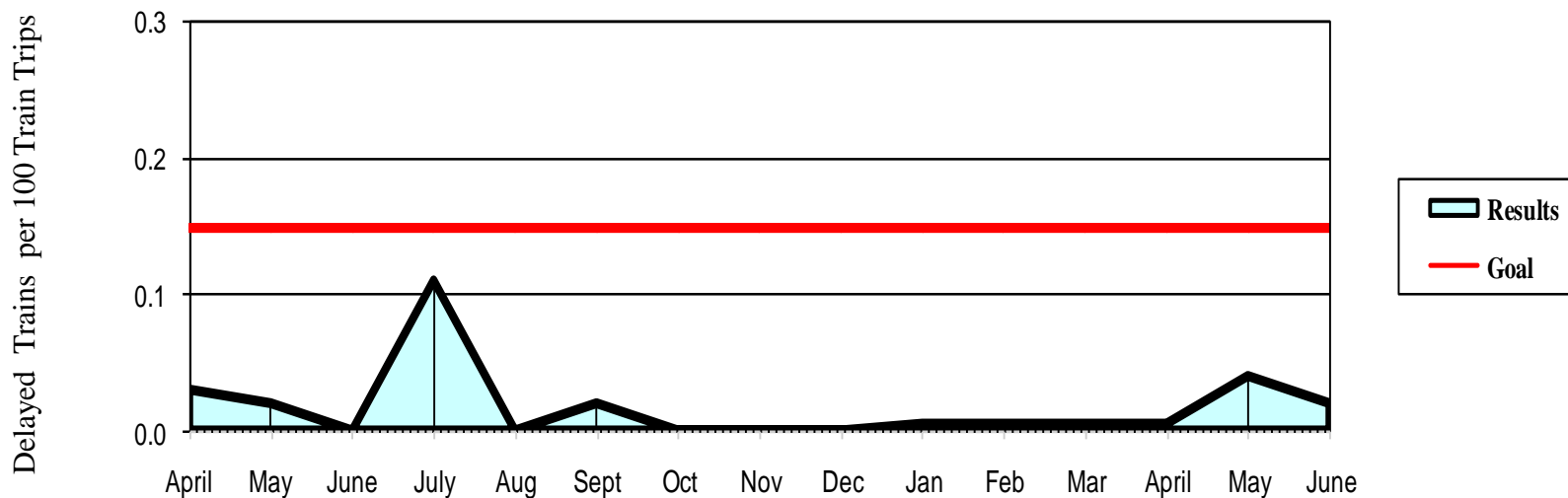
**Includes False Occupancy & Routing, Delays Per 100 Train Runs**



- ✓ Goal met, steady performance at good levels
- ✓ Investment in sub-system replacement/upgrade continuing with positive results

# Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs

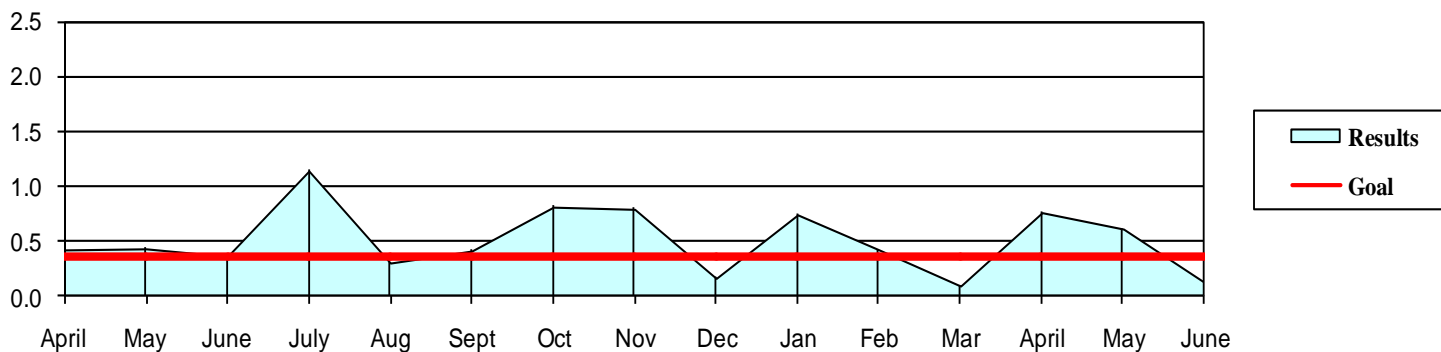


✓ Continued good performance, goal met

# Traction Power

**Includes Coverboards, Insulators,  
 Third Rail Trips, Substations,  
 Delays Per 100 Train Runs**

Delayed Trains per 100 Train Trips



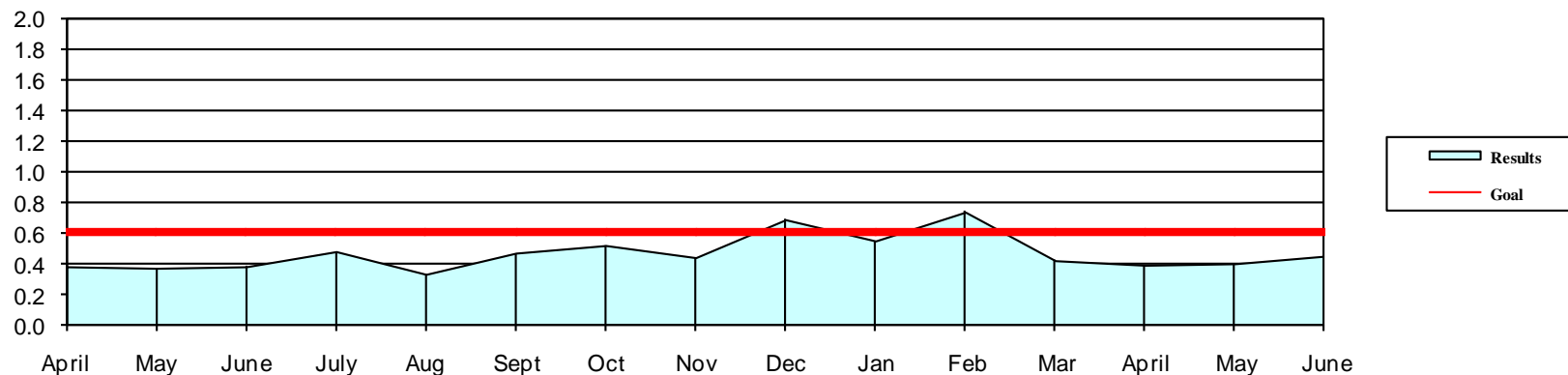
- ✓ Goal not met, but coverboard bracket projects beginning to show positive results



# Transportation

**Includes Late Dispatches, Controller-Train  
Operator-Tower Procedures and Other  
Operational Delays Per 100 Train Runs**

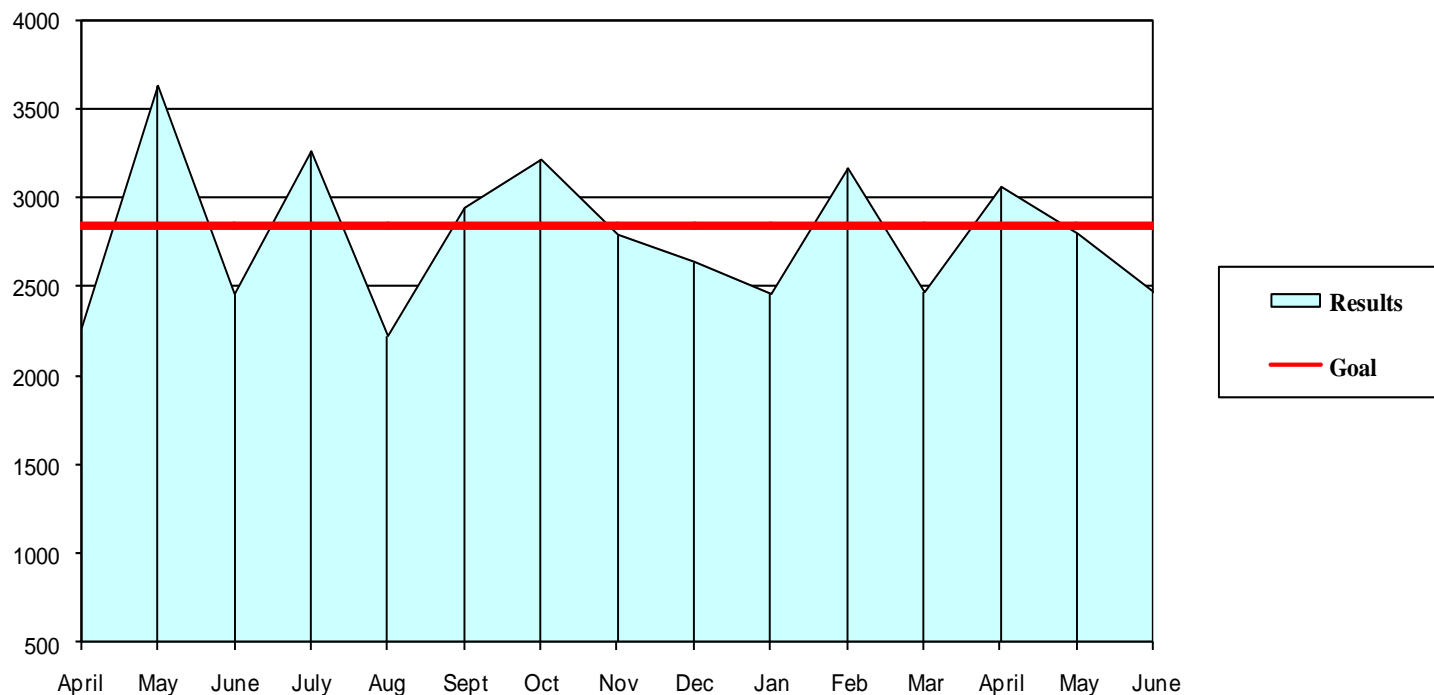
Delayed Trains per 100 Train Trips



- ✓ Goal met
- ✓ OCC and Lines focused on timely dispatches

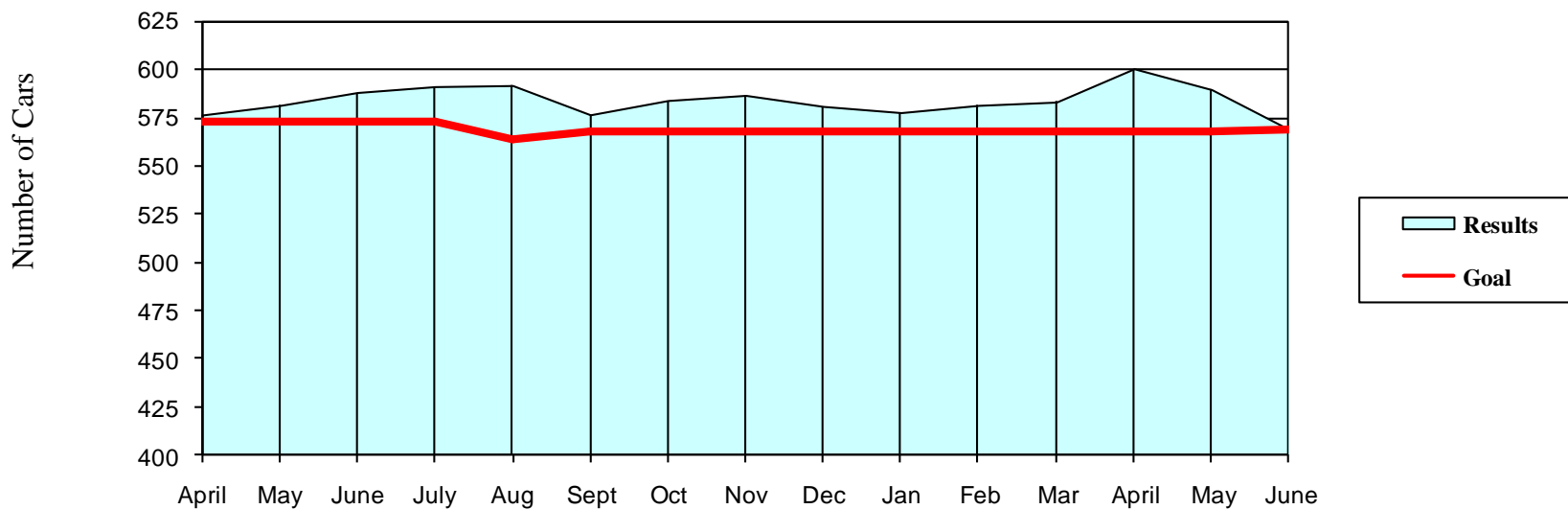
# Car Equipment - Reliability

Mean Time Between Failures (Hours)



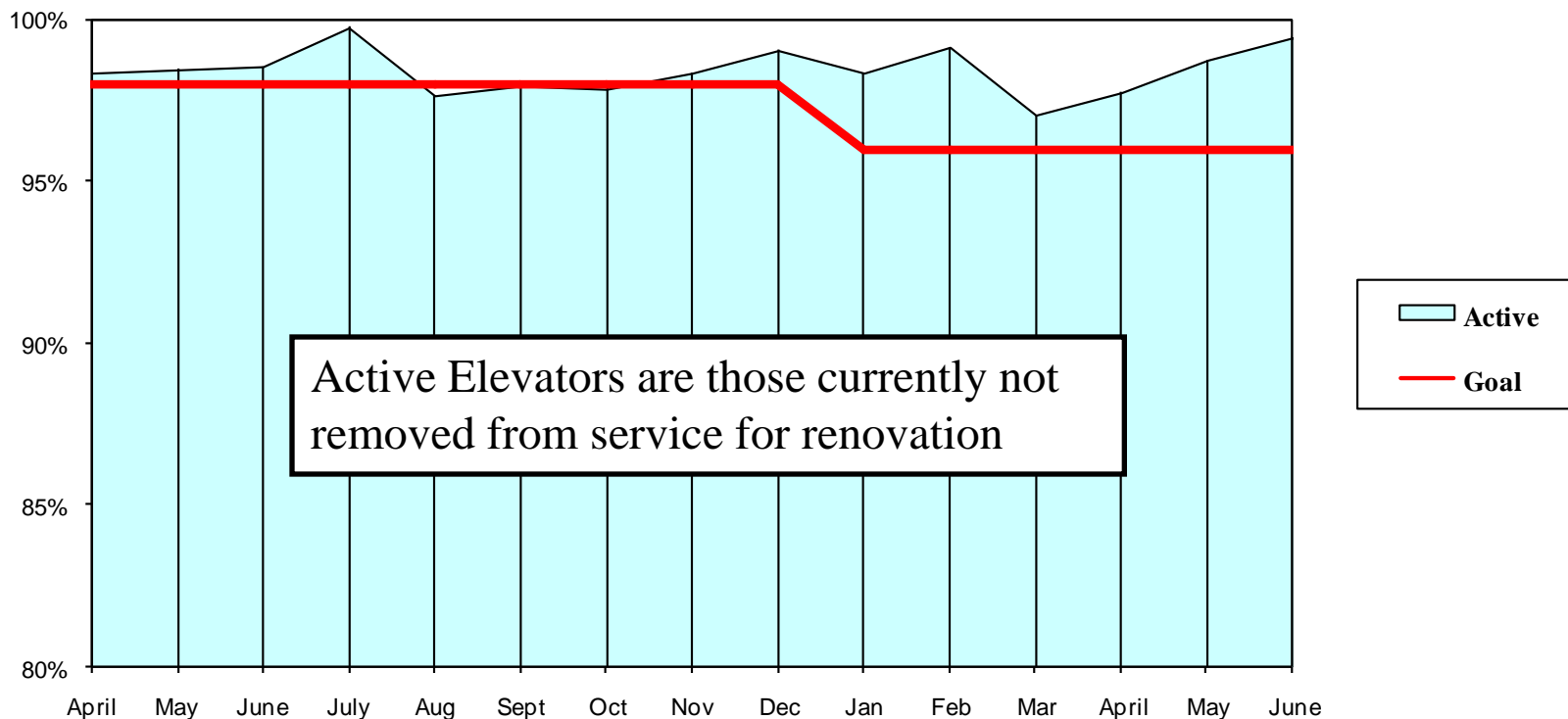
- ✓ 2,780 actual MTBF, goal 2,850
- ✓ Improved performance over last quarter, goal not met
- ✓ Selected upgrades/fleet modifications on-going
- ✓ Focus on one shop that is below 3,000 hours MTBF

# Car Equipment - Availability @ 0400 hours



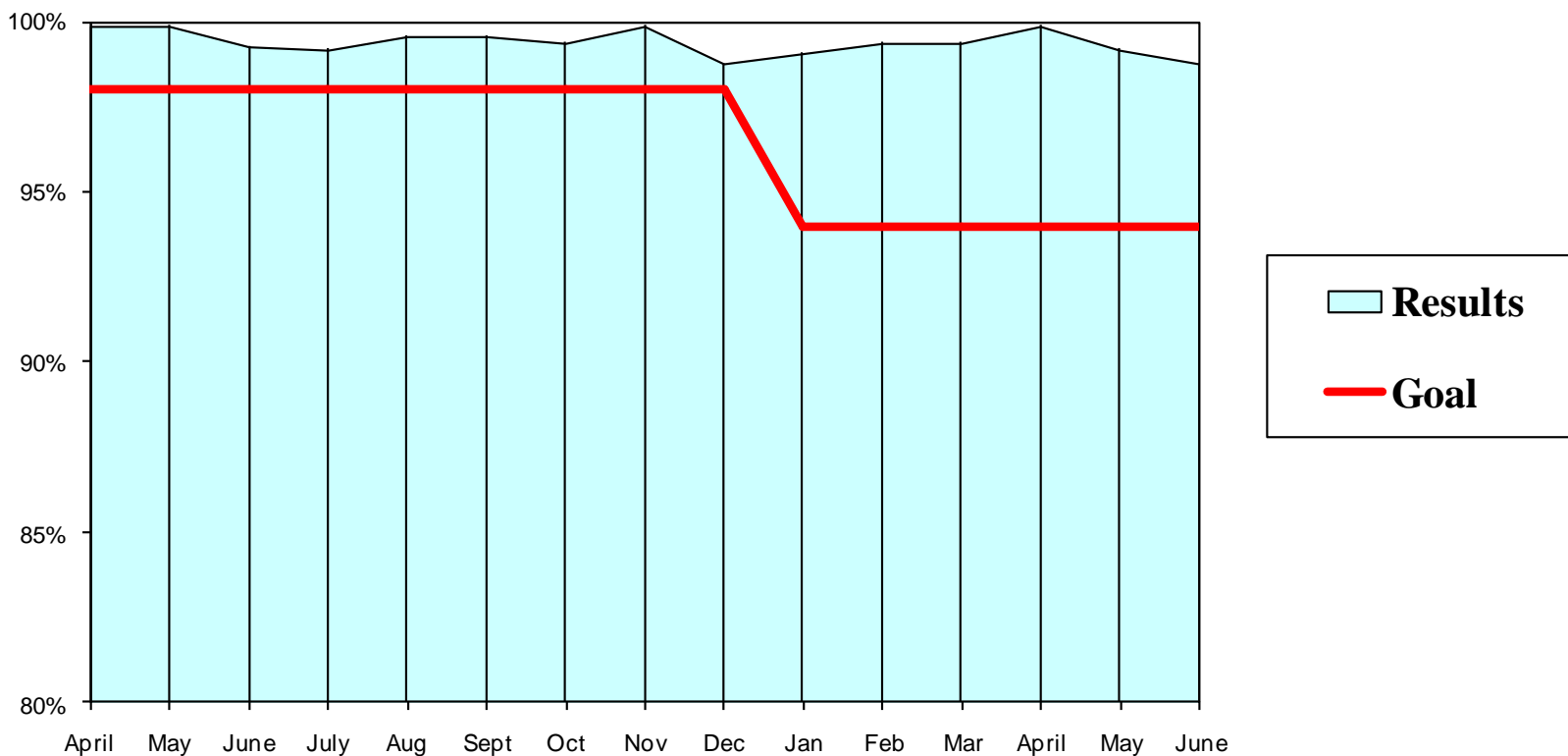
✓ Goal met

# Elevator Availability - Stations



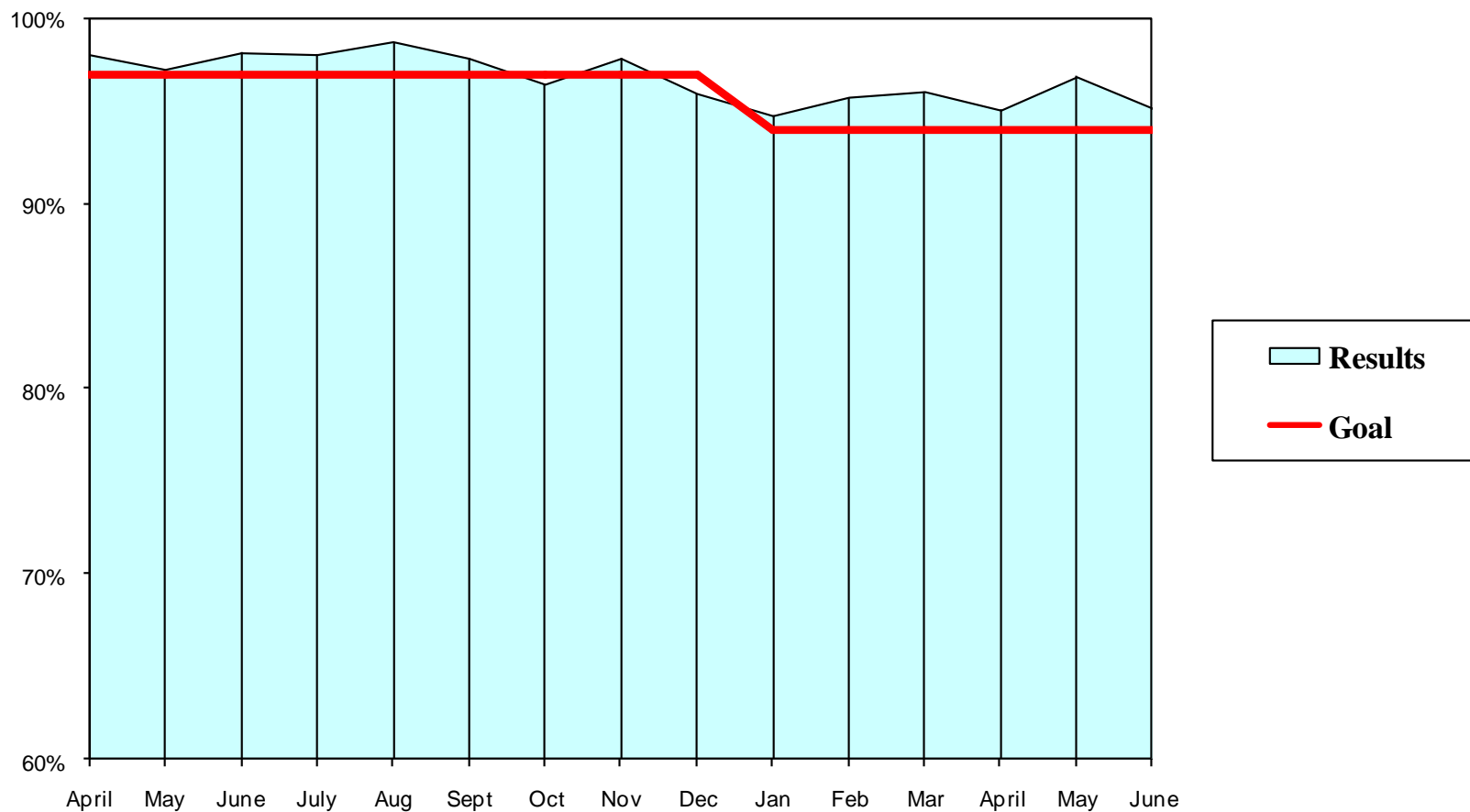
- ✓ Goal exceeded, performance improved
- ✓ 17 units have new spray-on floors (similar to cars)
- ✓ Downtown SF Elevator Enclosure Project complete
- ✓ Staffing constraints have limited project/upgrade work

# Elevator Availability - Garage



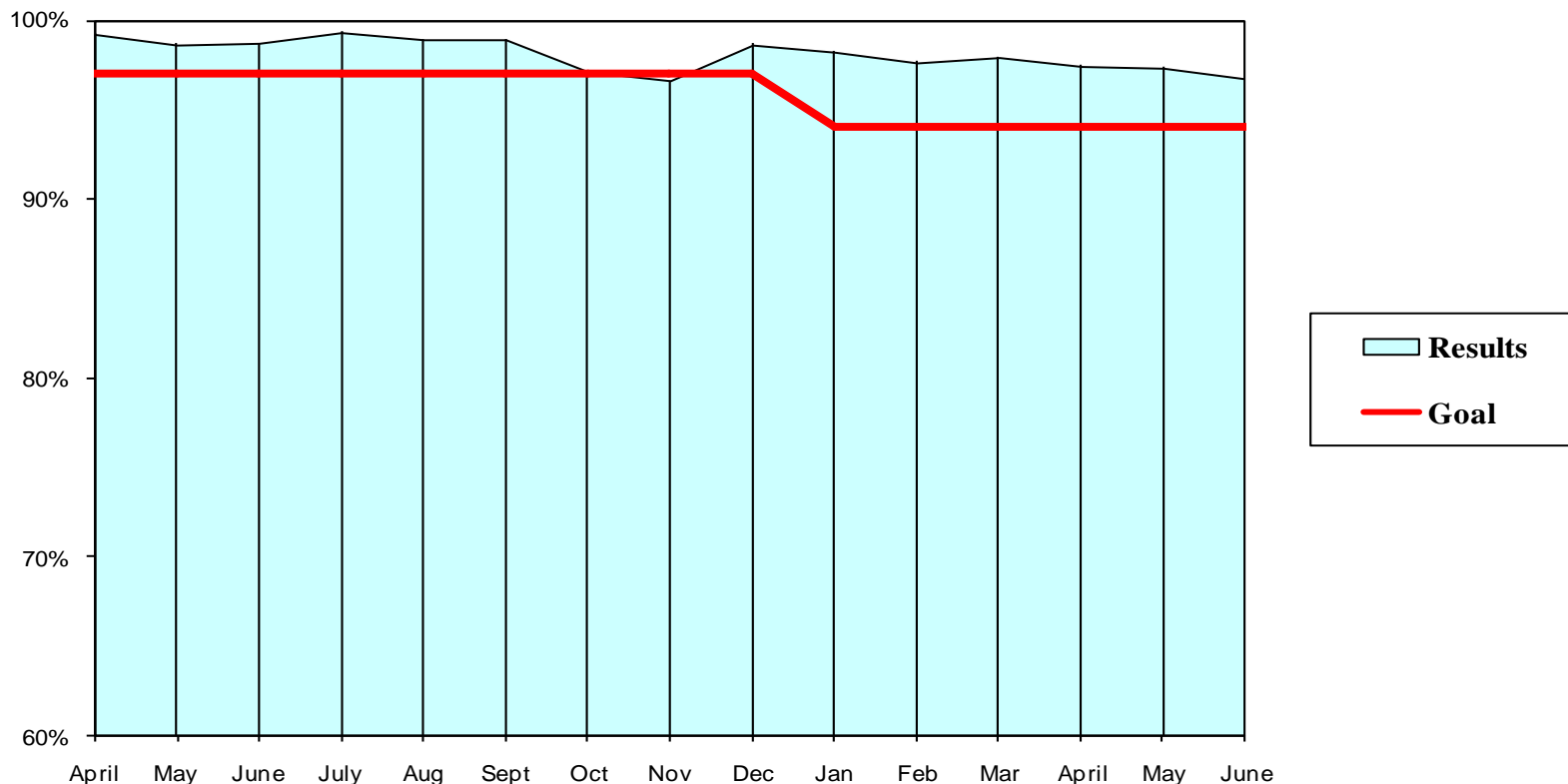
✓ Goal exceeded, 99.30% availability

# Escalator Availability - Street



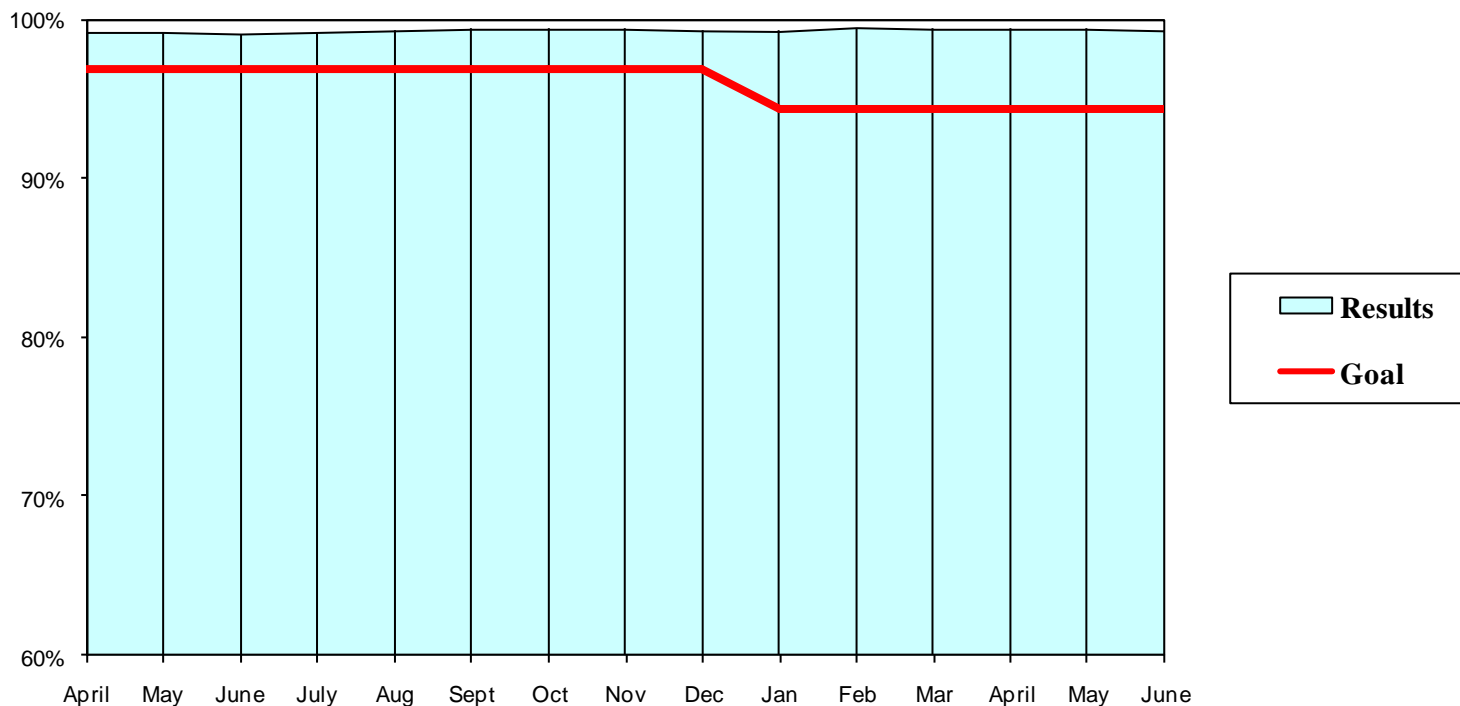
- ✓ 95.73% availability, goal exceeded
- ✓ With staffing constraints, focus is on completing PM's
- ✓ Staffing constraints have limited project/upgrade work

# Escalator Availability - Platform



- ✓ 97.23% availability, goal exceeded
- ✓ Long term outage at North Berkeley due to large gear assemblies with long lead times having to be replaced; projected return to service August 15
- ✓ Staffing constraints have limited project/upgrade work

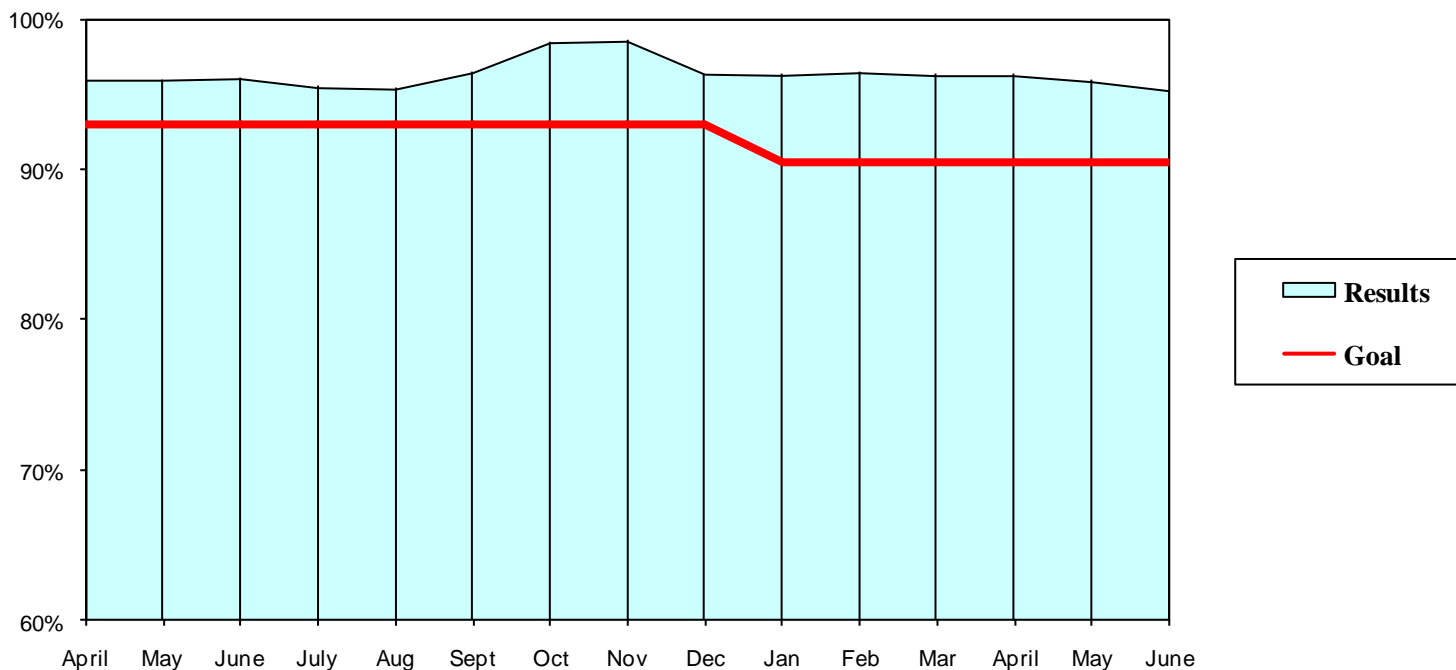
# AFC Gate Availability



✓ 99.47% availability, goal exceeded

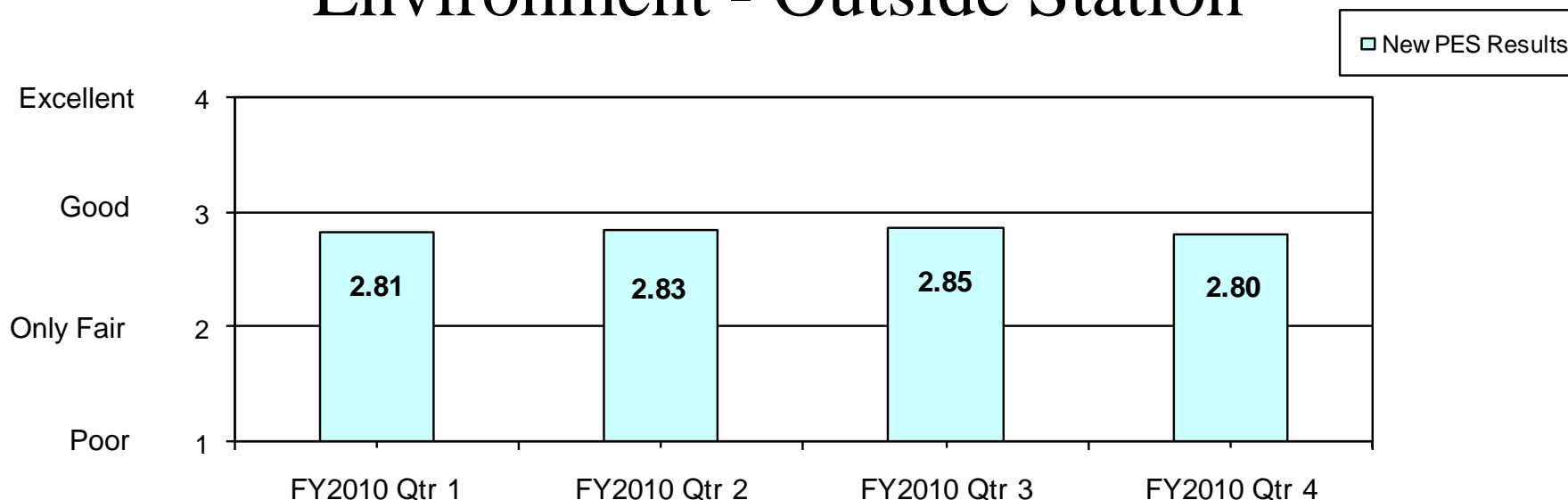


# AFC Vendor Availability



- ✓ Availability AFC Vendors at 95.93%
- ✓ Availability of Add Fare remains above 98%
- ✓ Availability of Parking machines 97.9%
- ✓ High coercivity tickets continue to perform well and significantly reduce demagnetized ticket problem

## Environment - Outside Station



Composite rating of:

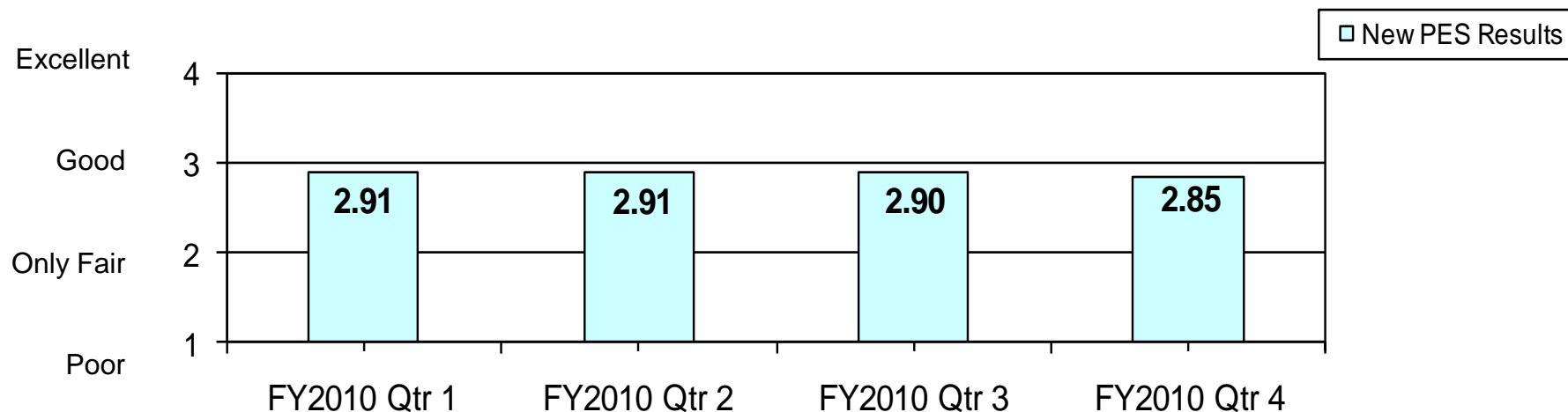
Walkways & Entry Plaza Cleanliness (50%) 2.73

BART Parking Lot Cleanliness (25%) 3.10

Appearance of BART Landscaping (25%) 2.65

- ✓ Cleanliness ratings of either Excellent or Good:  
 Walkways/Entry Plazas: 66.8%      Parking Lots: 83.7%  
 Landscaping Appearance: 65.1%
- ✓ Resource impacted area, all three areas declined from last quarter
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor

## Environment - Inside Station



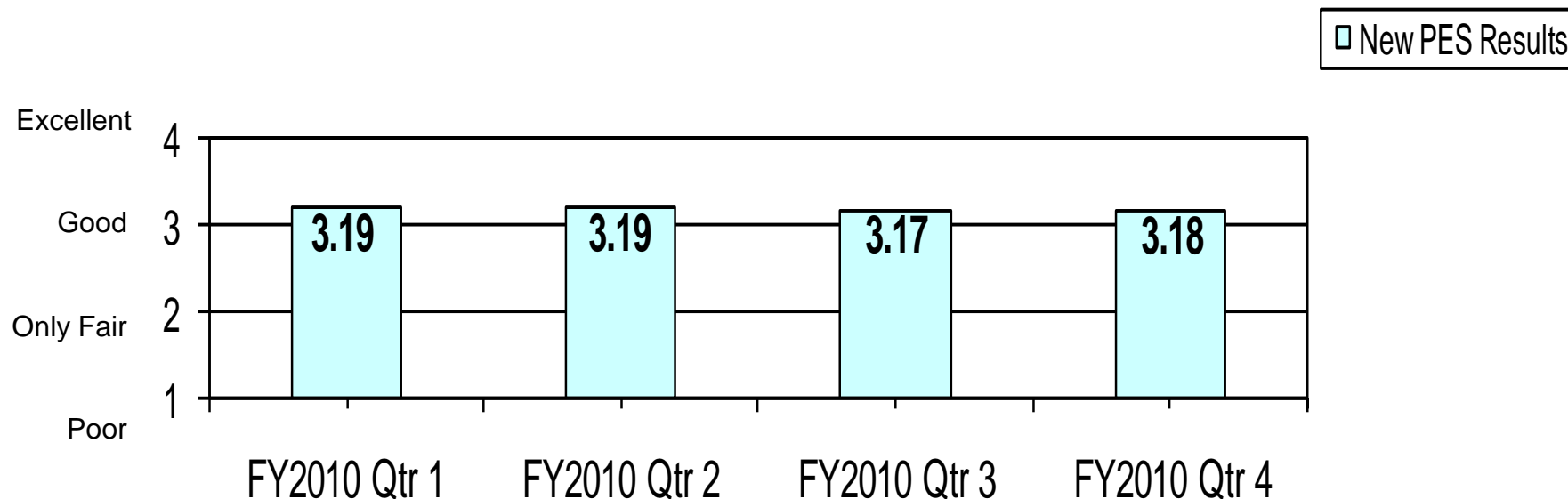
### Composite rating for Cleanliness of:

Station Platform (60%)	3.04
Other Station Areas (20%)	2.83
Restrooms (10%)	2.04
Elevator Cleanliness (10%)	2.58

- ✓ Cleanliness ratings of either Excellent or Good:
 

Station Platform: 82.8%	Other Station Areas: 72.4%
Restrooms: 36.9%	Elevators: 59.3%
- ✓ Resource impacted area, all four areas declined from last quarter

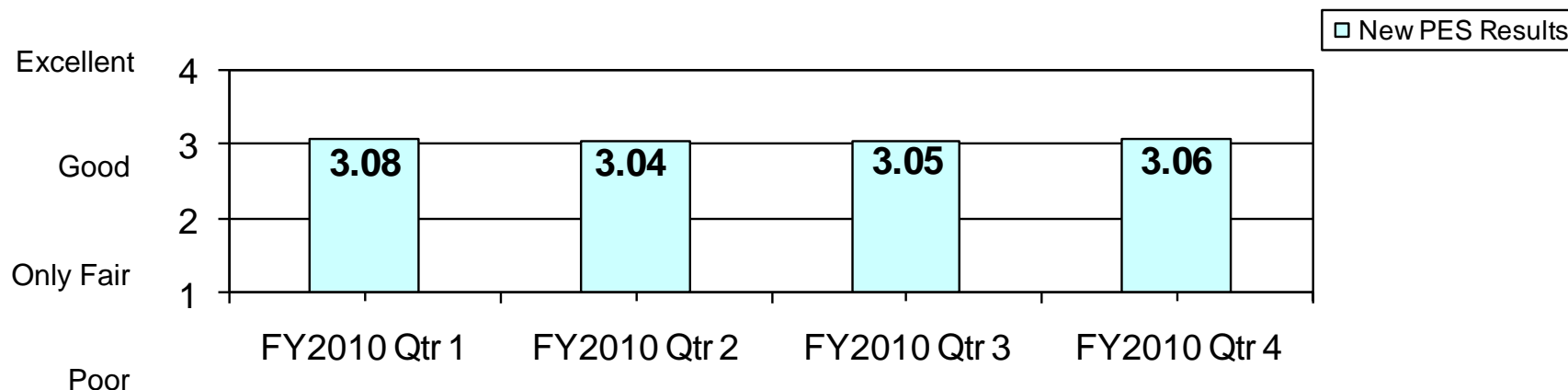
## Station Vandalism



Station Kept Free of Graffiti

- ✓ 86.6% of those surveyed ranked this category as either Excellent or Good

## Station Services



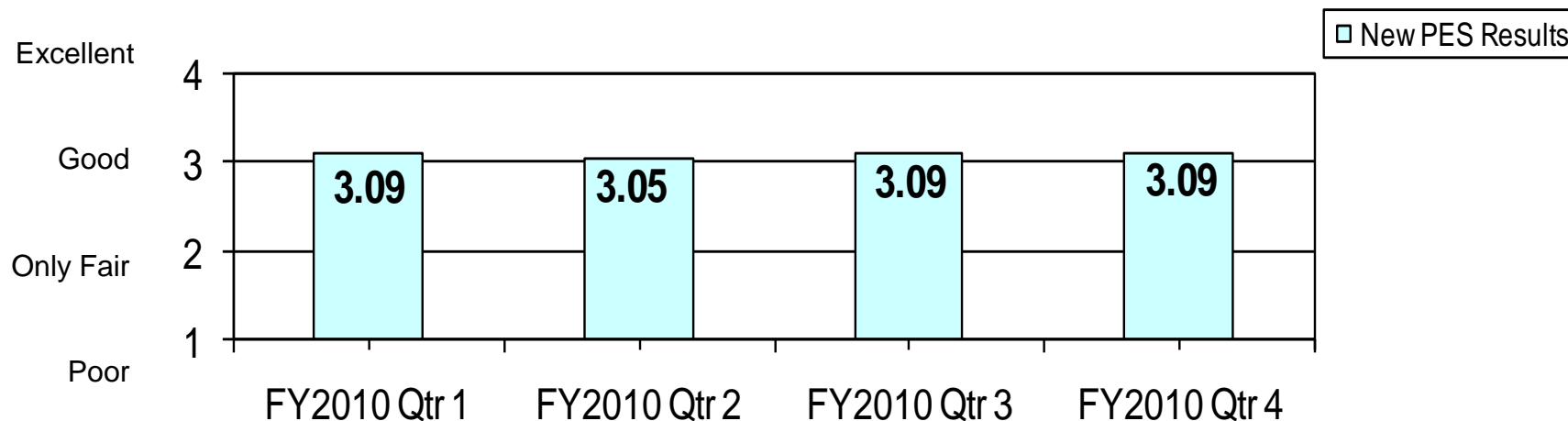
Composite rating of:

Station Agent Availability (65%) 2.99

Brochures Availability (35%) 3.18

- ✓ Availability ratings of either Excellent or Good:  
 Station Agents: 79.0%      Brochures: 86.7%

## Train P.A. Announcements

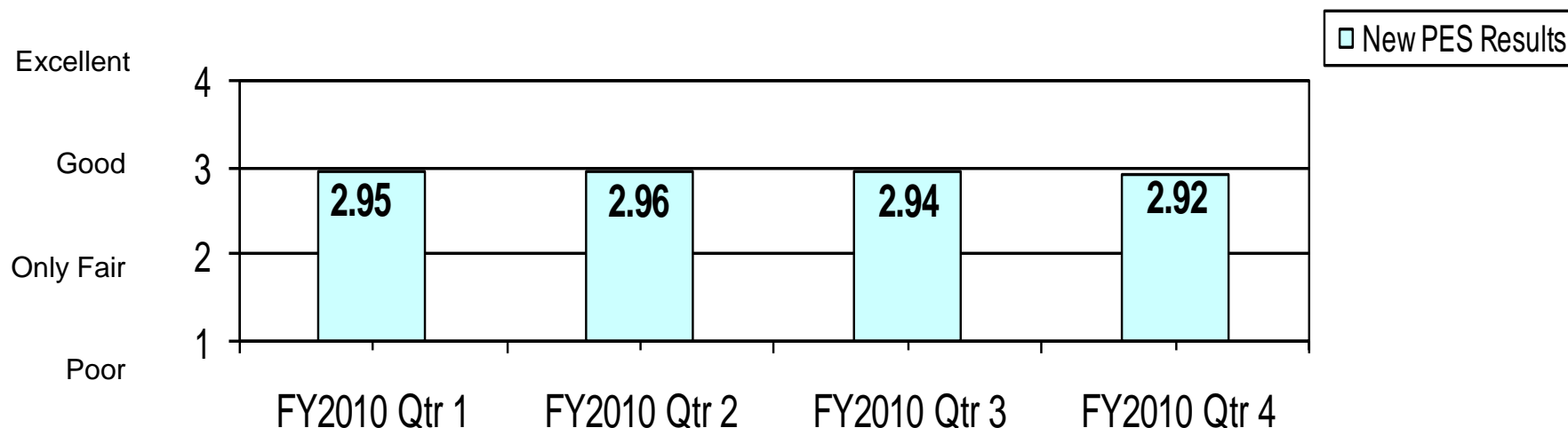


### Composite rating of:

P.A. Arrival Announcements (33%)	3.04
P.A. Transfer Announcements (33%)	3.04
P.A. Destination Announcements (33%)	3.20

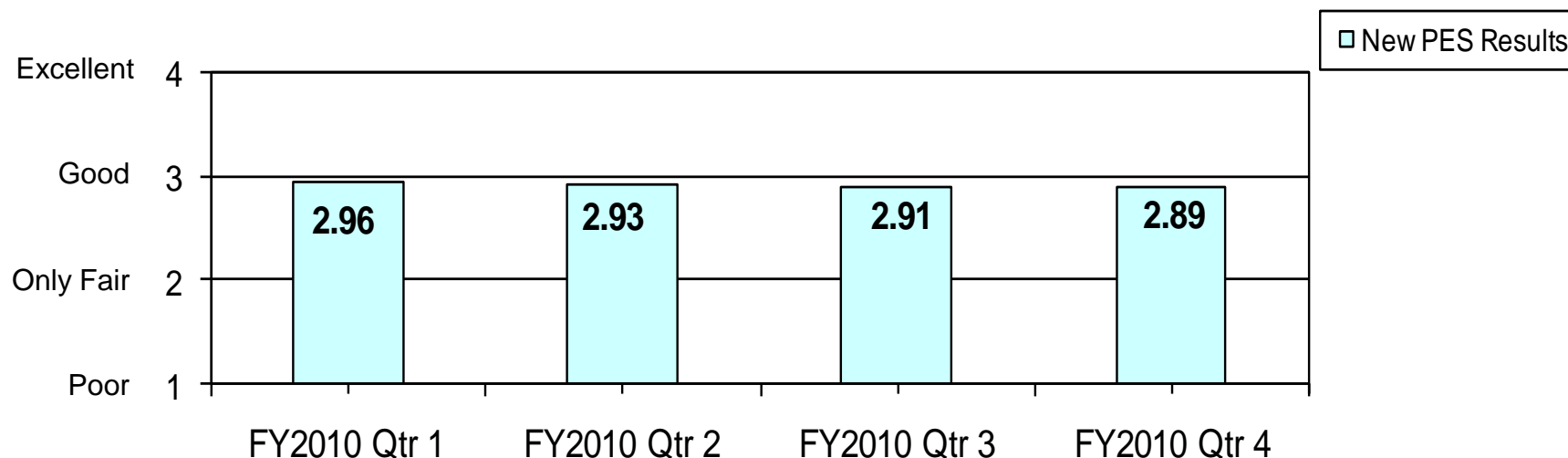
- ✓ Announcement ratings of either Excellent or Good:
  - Arrivals: 78.4%                      Transfers: 78.2%
  - Destinations: 84.9%

## Train Exterior Appearance



- ✓ 80.9% of those surveyed ranked this category as either Excellent or Good
- ✓ Steady performance while washing approximately 50% less

# Train Interior Cleanliness



Composite rating of:

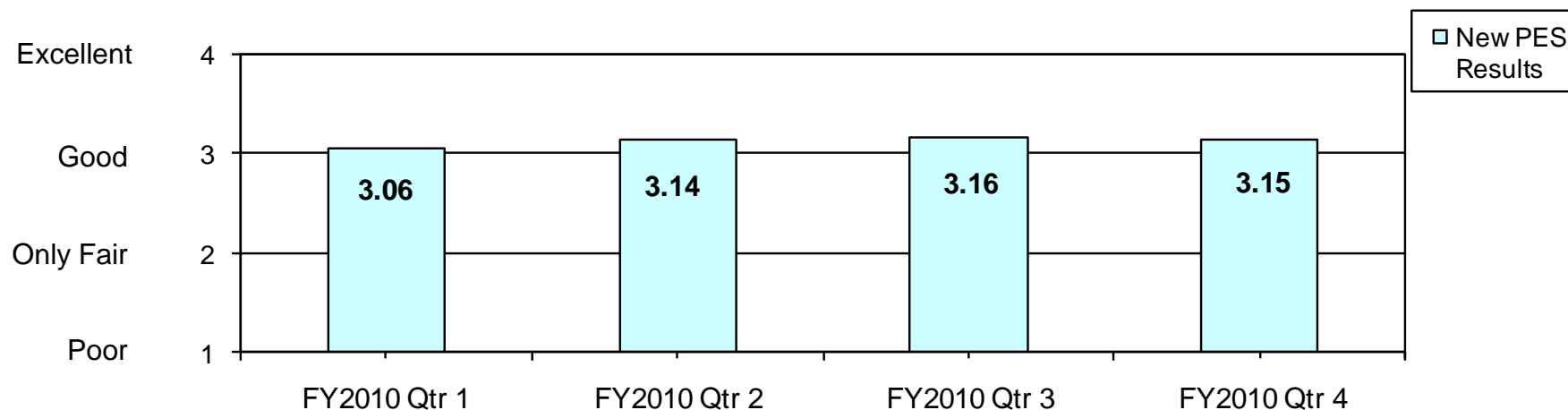
Train interior cleanliness (60%) 2.67

Train interior kept free of graffiti (40%) 3.23

- ✓ Train Interior ratings of either Excellent or Good:  
 Cleanliness: 64.4%      Graffiti-free: 90.1%
- ✓ Resource impacted area



# Train Temperature

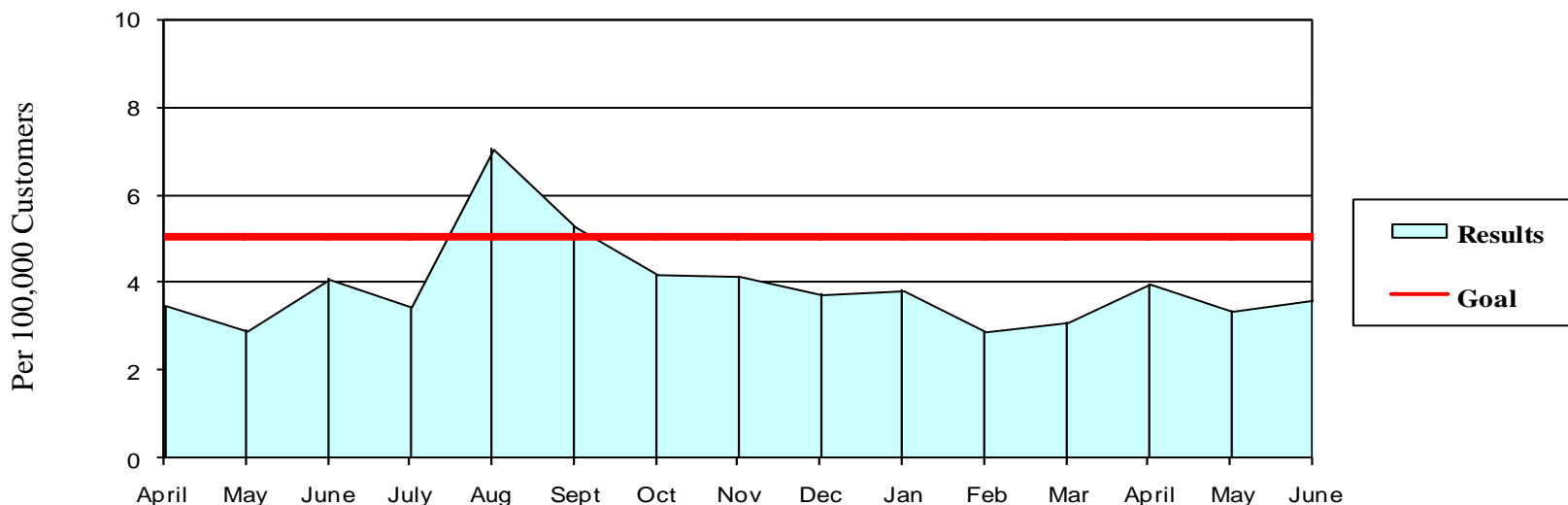


Comfortable Temperature Onboard Train

- ✓ 86.3% of those surveyed ranked this category as either Excellent or Good
- ✓ Normally, summer performance is a better indicator

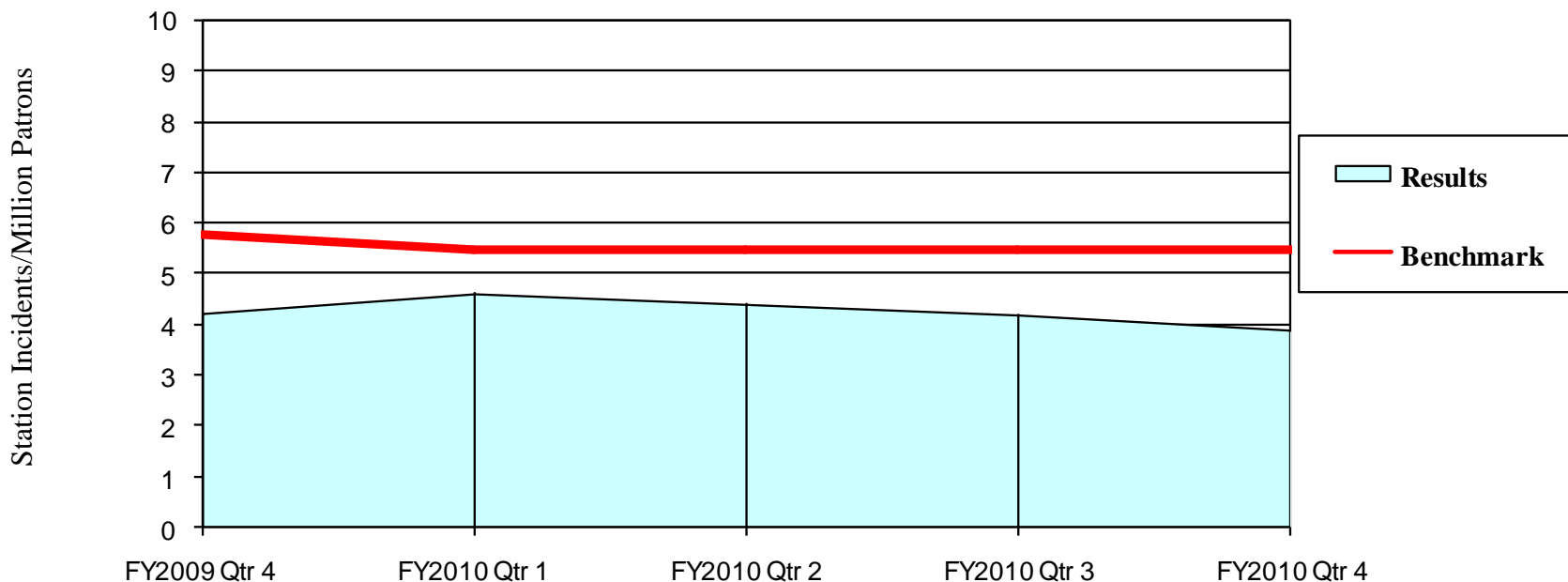
# Customer Complaints

## Complaints Per 100,000 Customers



- ✓ Total complaints are up 15.2% from last quarter, but are down 2.4% when compared with the fourth quarter one year ago.
- ✓ Biggest category increases in complaints were: Service (“Delays”), Policies (proposed fare reduction), and Station Cleanliness

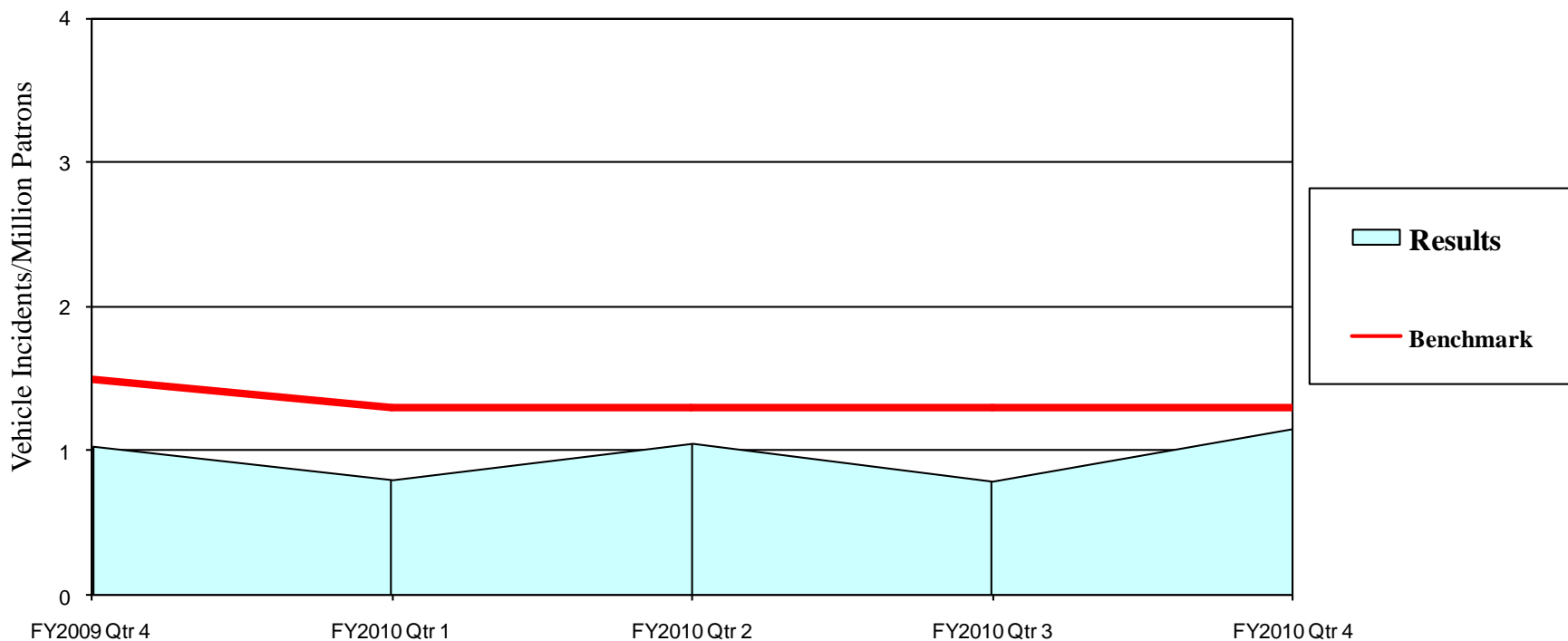
# Patron Safety: Station Incidents per Million Patrons



✓ Down

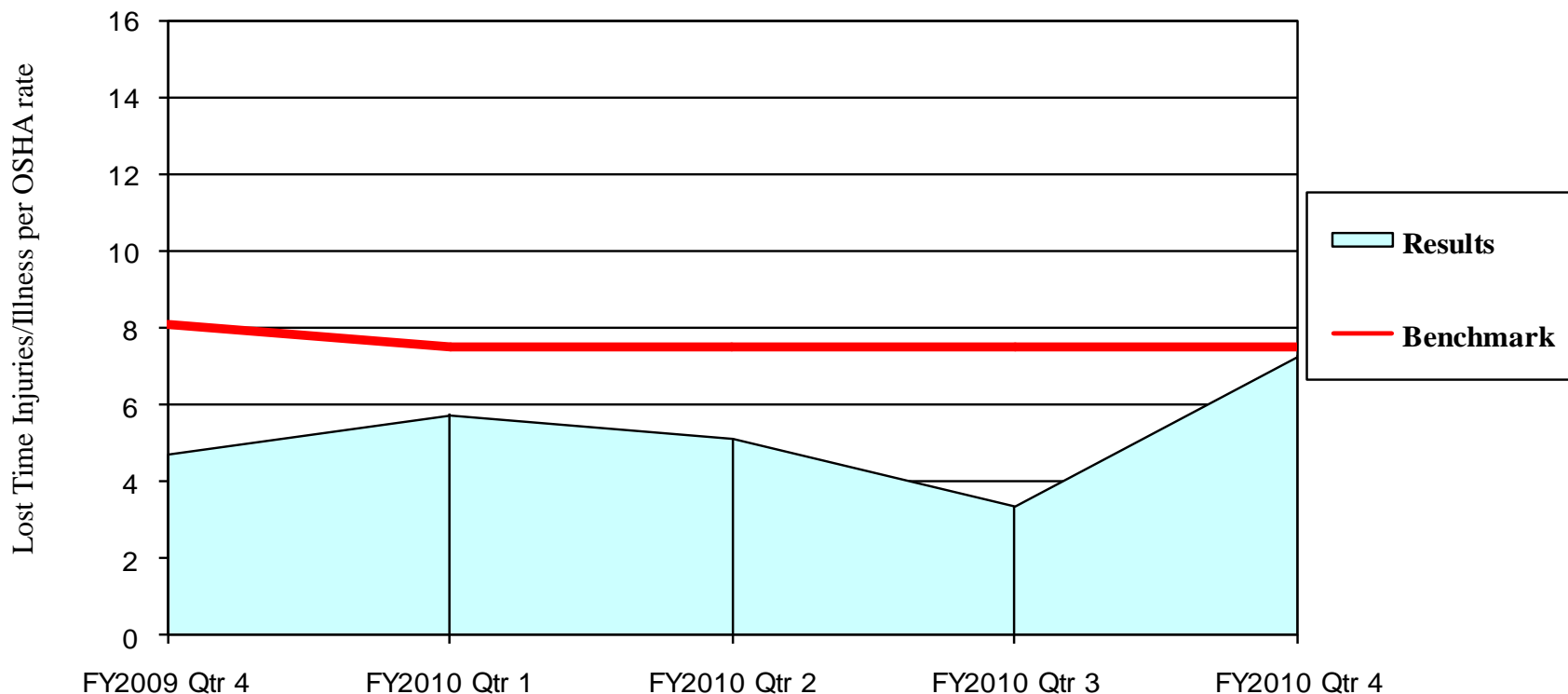
# Patron Safety

## Vehicle Incidents per Million Patrons



✓ Up

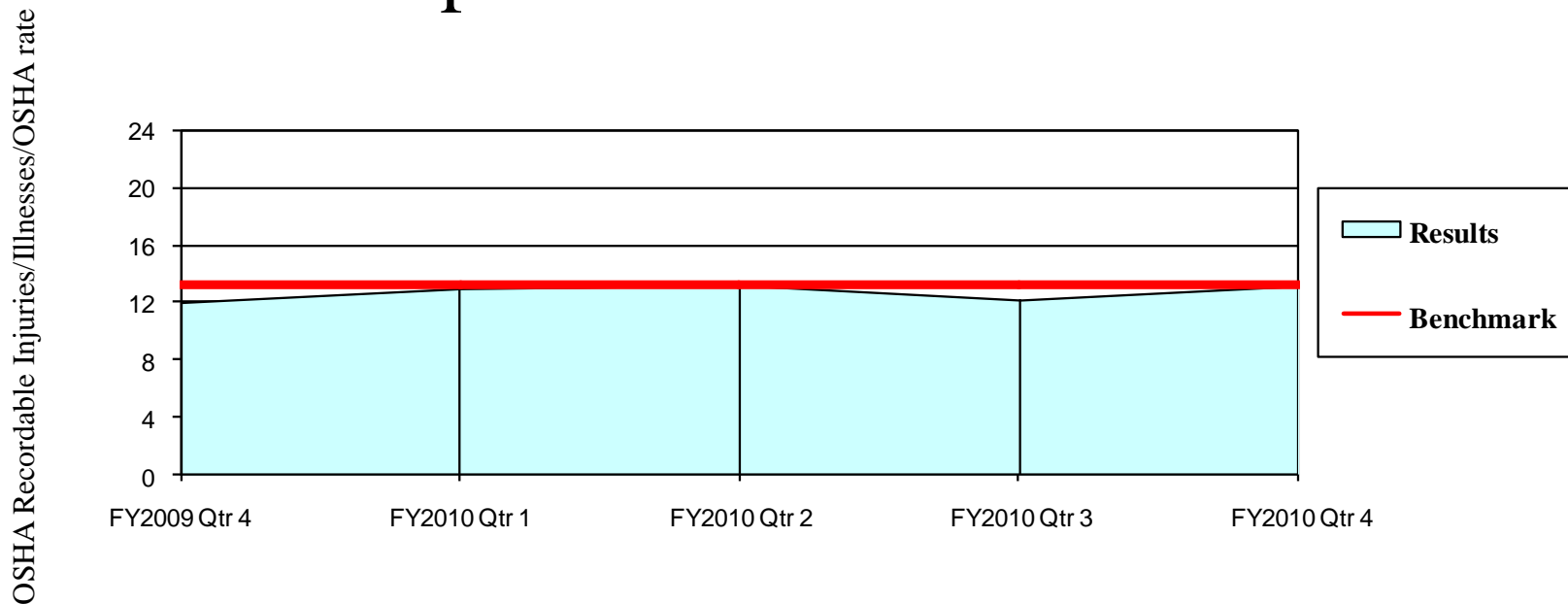
# Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Up

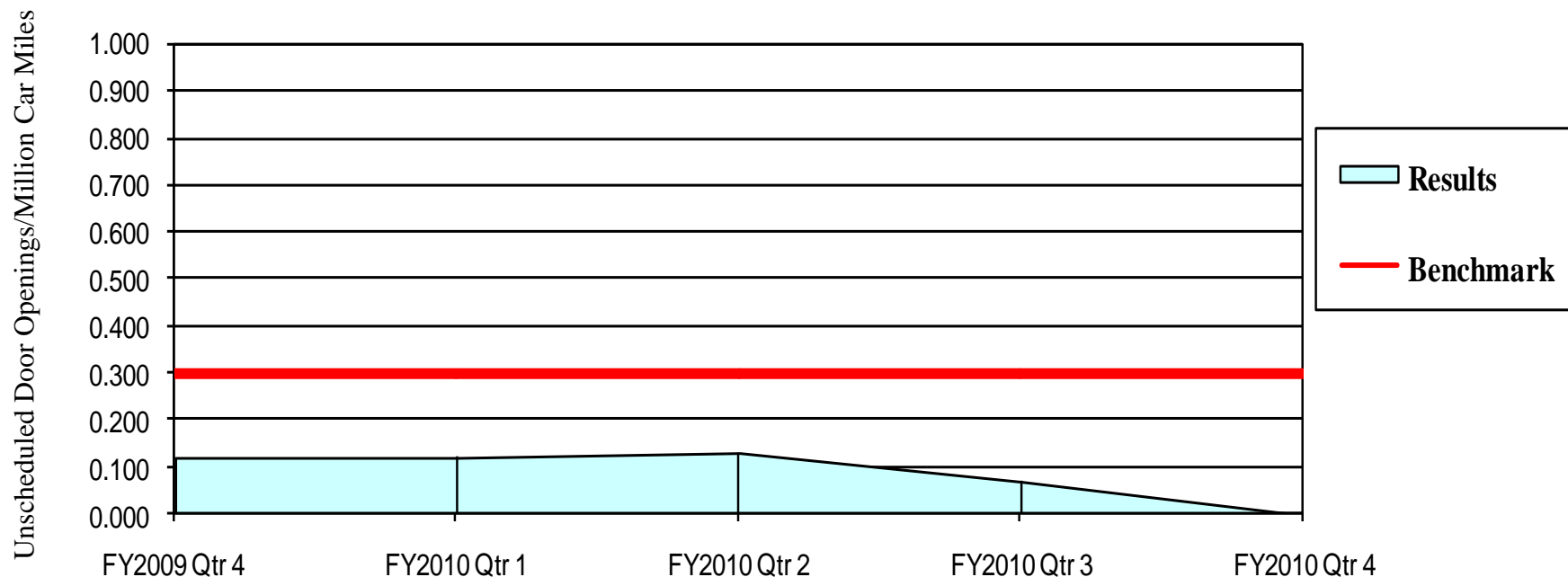
# Employee Safety:

## OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate



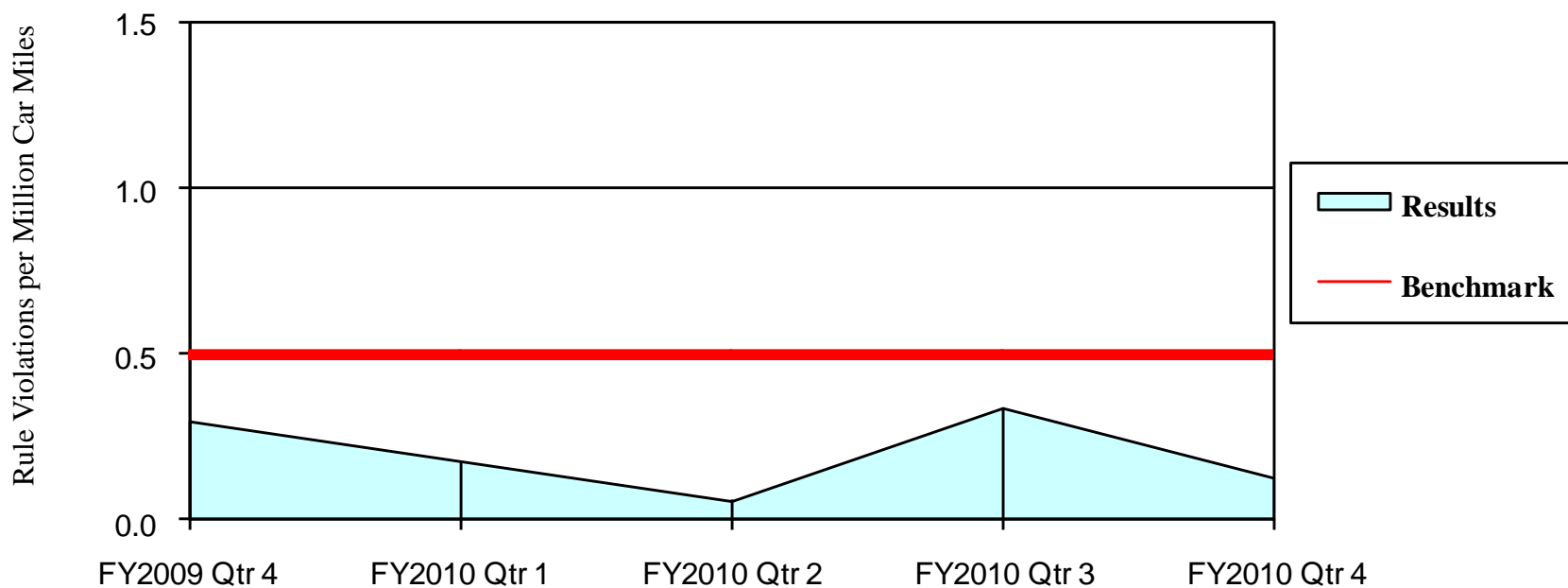
✓ Up

# Operating Safety: Unscheduled Door Openings per Million Car Miles



✓ Down

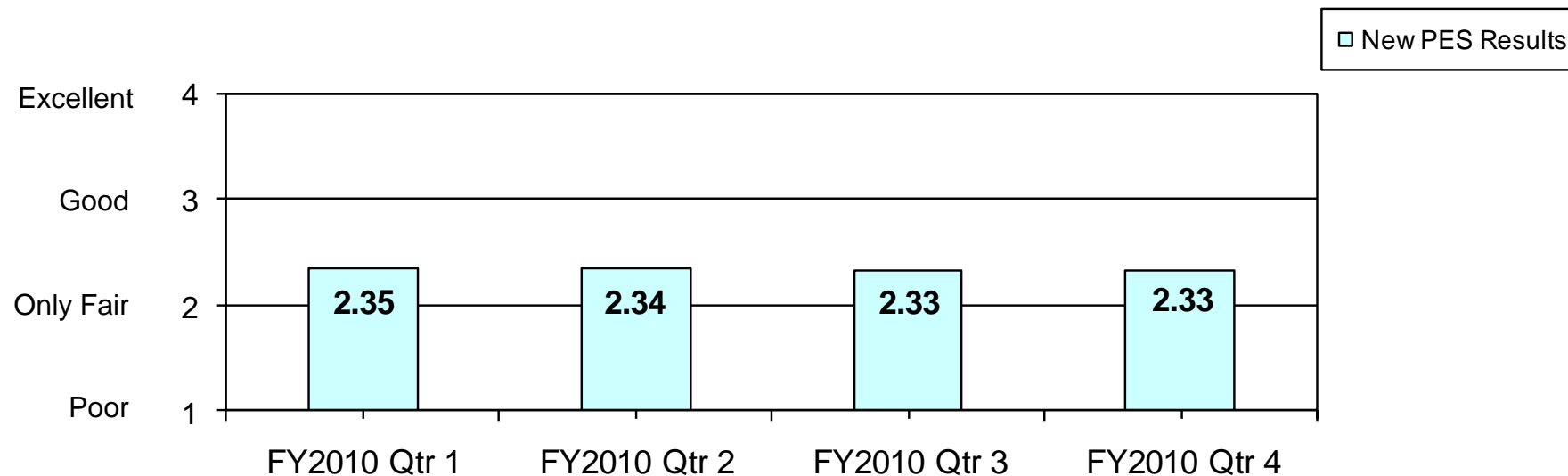
# Operating Safety: Rule Violations per Million Car Miles



✓ Down



# BART Police Presence

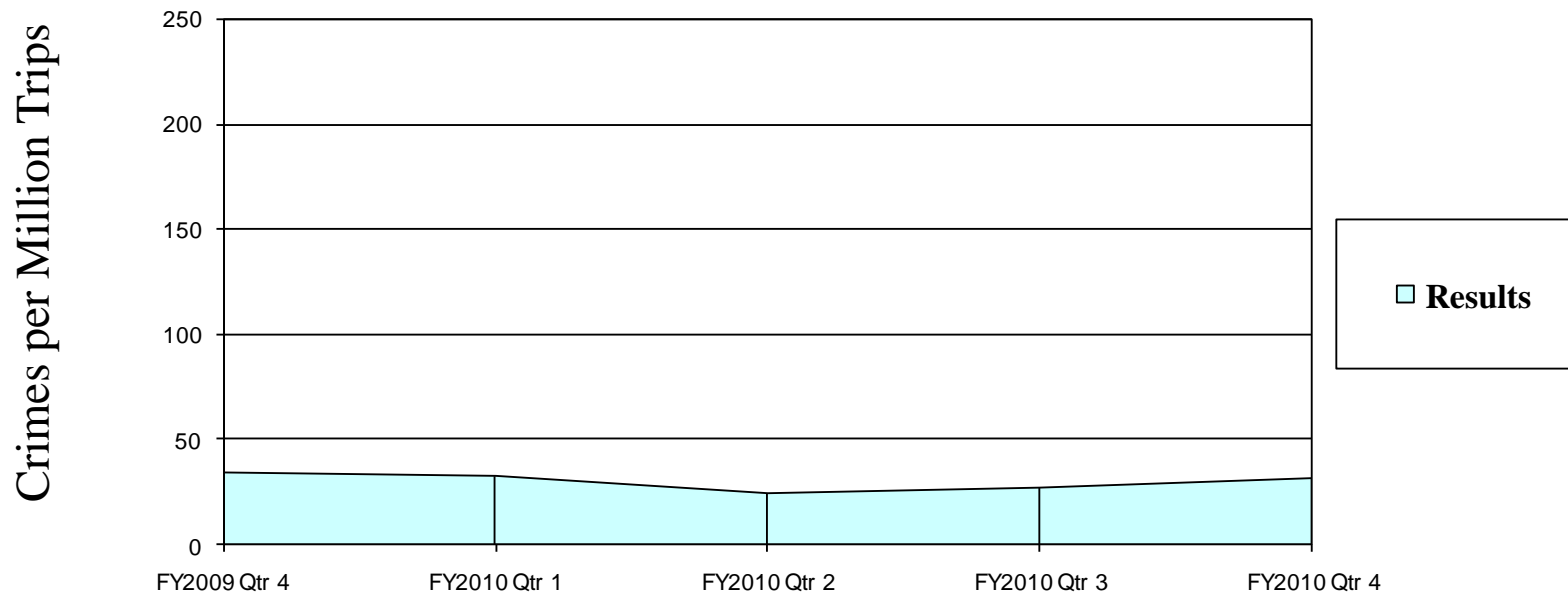


## Composite Rating of Adequate BART Police Presence in:

Stations (33%)	2.38
Parking Lots and Garages (33%)	2.44
Trains (33%)	2.17

- ✓ Adequate Presence ratings of either Excellent or Good:
  - Stations: 46.3%
  - Parking Lots/Garages: 51.8%
  - Trains: 38.8%

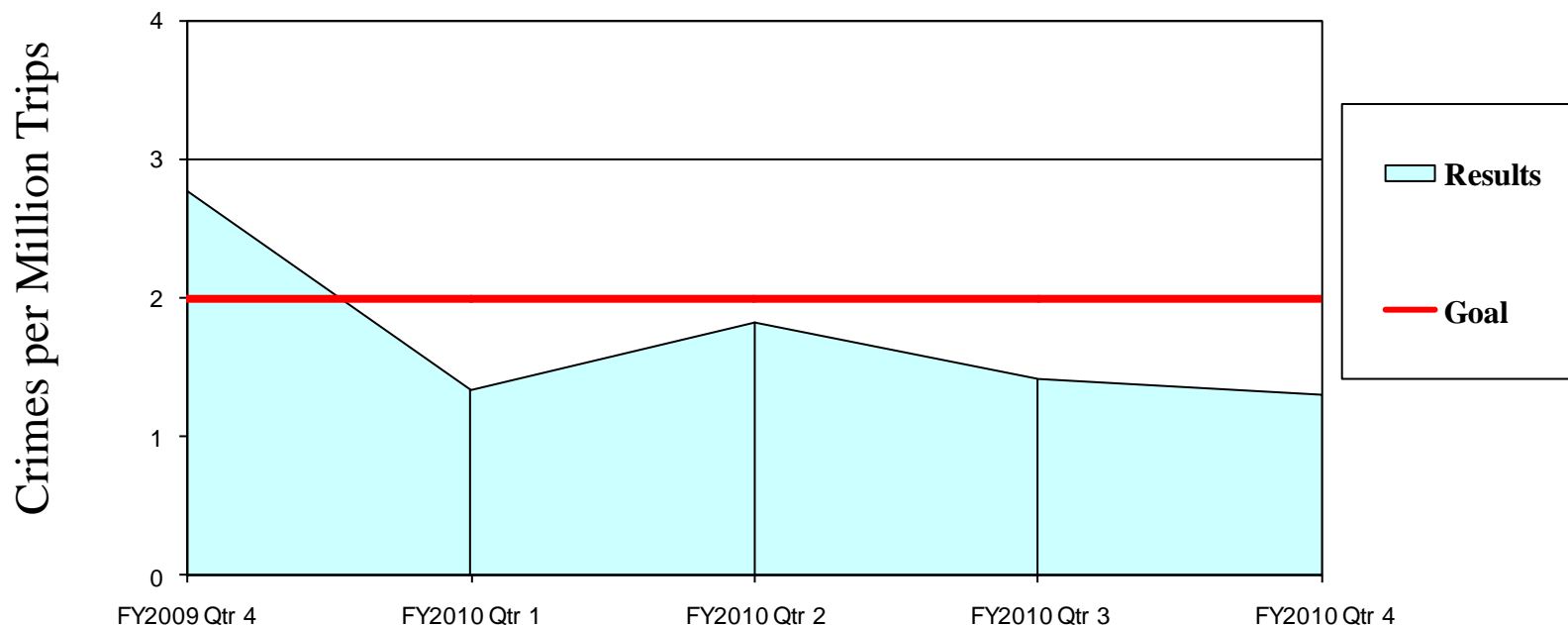
# Quality of Life\*



- ✓ Quality of Life incidents are up from last quarter, and down from the same quarter of last year.

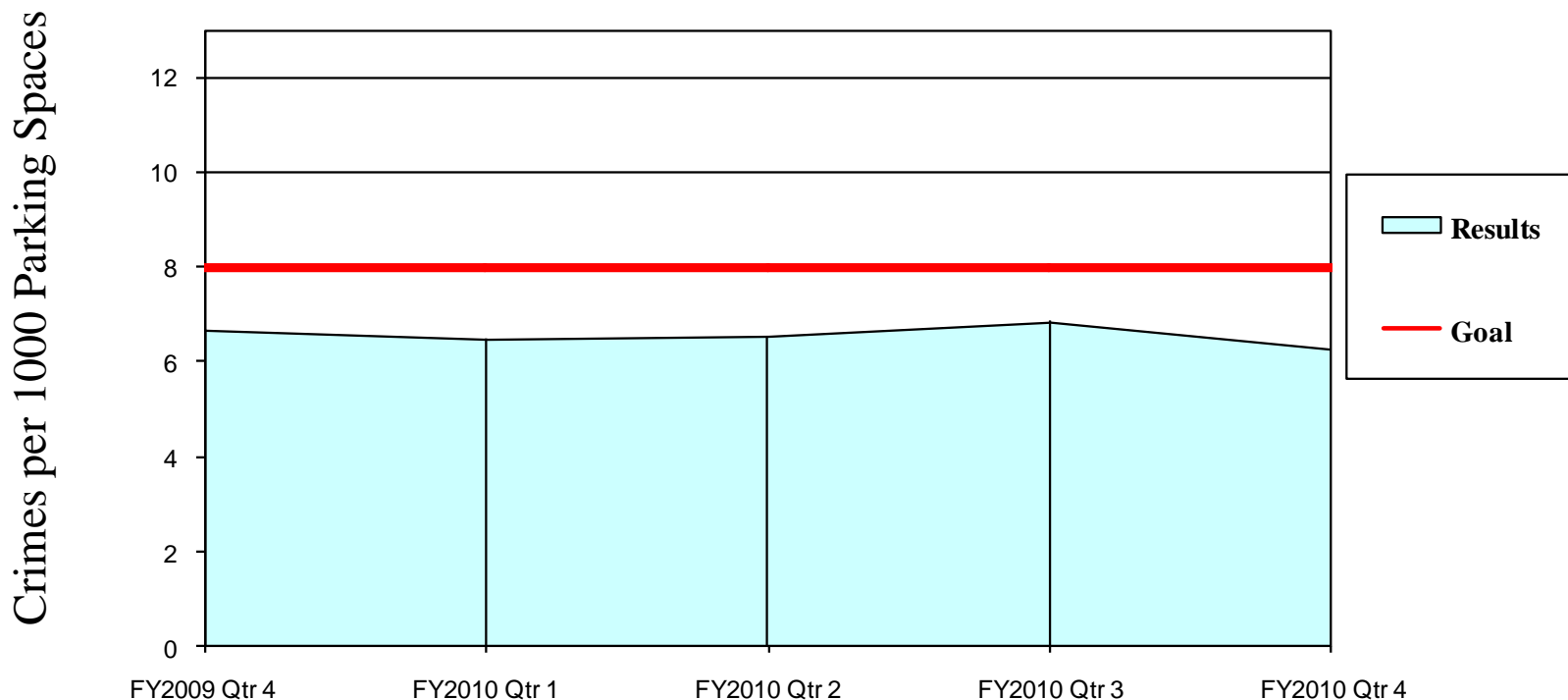
\*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

# Crimes Against Persons (Homicide, Rape, Robbery, and Aggravated Assault)



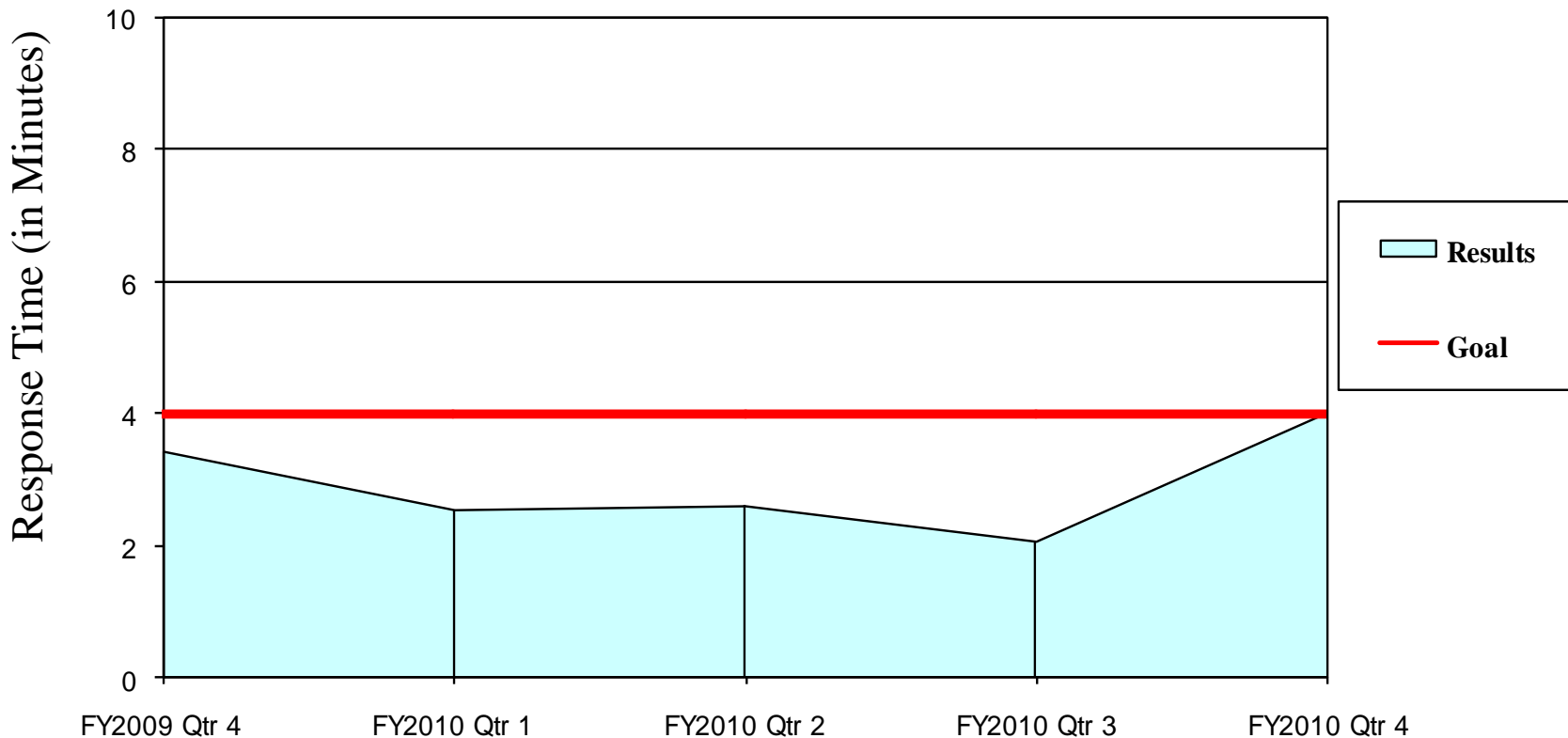
- ✓ Goal met
- ✓ Crimes against persons are down from last quarter, and down from the corresponding quarter of the prior fiscal year

# Auto Theft and Burglary



- ✓ Goal met
- ✓ The number of incidents per thousand parking spaces are down from last quarter, and down from the corresponding quarter from the prior fiscal year

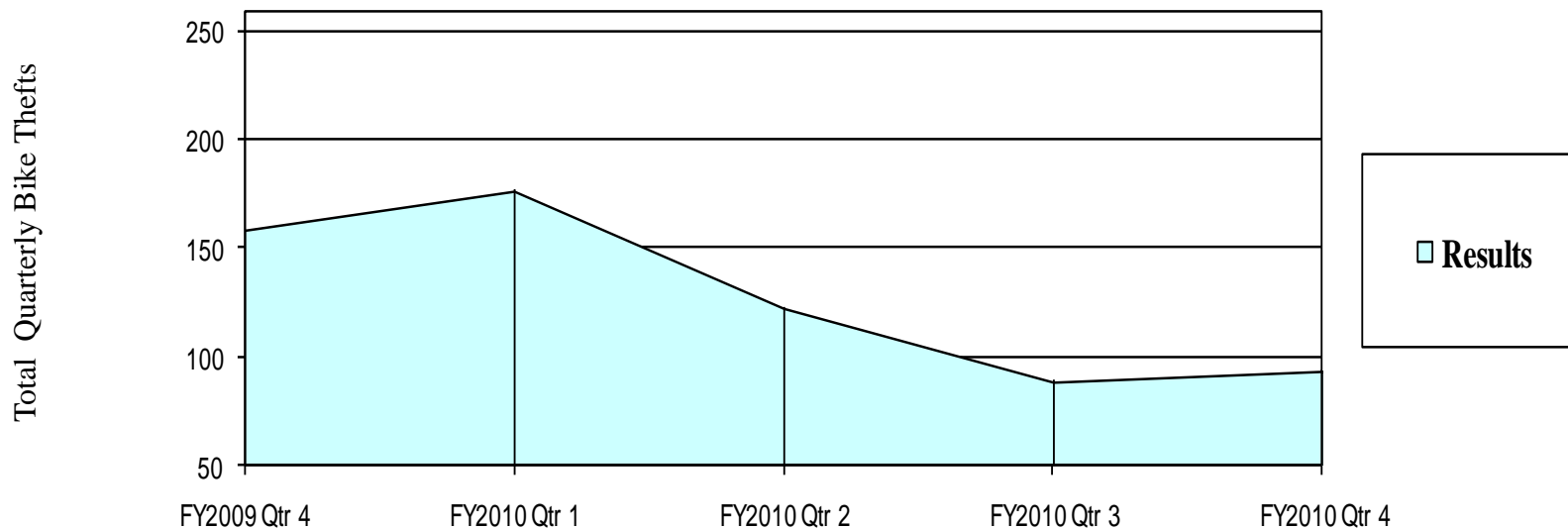
# Average Emergency Response Time



✓ Goal not met\*, the average response time for the quarter was 4.02\* minutes

\* Revised, 8/11/10

# Bike Theft



✓ 94 bike thefts for current quarter, up from 89 last quarter